

City of Biggs

City Administrator agenda item request for the next
(X) Regular () Adjourned Regular () Special Meeting

Meeting Date: September 19, 2011 6:00PM

Date: September 6, 2011
To: Honorable Mayor and Members of the City Council
From: City Administrator
Subject: Server Replacement (Discussion/Action)

Council is asked to consider authorizing replacement of the City's aging computer server system.

Background:

The City's information technology (IT) server equipment is approximately eleven years old, and is running software at least eight years old. It was patched together in a custom remodel fashion originally and subsequently. We recently discovered that we did not even have adequate emergency power equipment installed.

What the city has today is considered past its expected useful life with significant risk of catastrophic failure. Such failure would be devastating to the City in terms of utility billing and payment receipts, as well as financial and other critical municipal functions. The City has not had a capital upgrade or replacement plan for IT.

Staff proposes a complete replacement of the server to modern hardware and software, and establishment of a plan to upgrade or replace server equipment every five years going forward. Fund 011, Building & Equipment Reserves, should be used for this purpose. The balance in this fund is \$98,488 as of July 1.

Two vendors were solicited for this evaluation, both bidding on similar hardware and software but offering different styles of service:

- VistaNet is an established Butte County company serving Biggs for over ten years with almost entirely off-site as needed on-call services. VistaNet also provides IT services for Gridley. Their proposal is \$15,036 with some approximation as required service support is estimated.
- Jeff & Co is a more loose-knit band of entrepreneurial IT professionals in Butte County who perform mobile services with more personal client attention. Their teams specializes in small business applications, also works on CSU Chico systems, and recently successfully installed two new work stations in our office. Their proposal is not yet received, is expected to be similar in cost as scope and equipment are the same.

Equipment would come with one-year warranty. We anticipate continuing with daily automated tape-drive back-up. Staff recently acquired the proper UPS emergency back-up power device and initiated a practice of sequestering back-up tapes at least weekly to a secure location in a different facility. We will consider cloud-based additional back-up options as they evolve.

Alternatives:

1. Do nothing, wait for signs of more imminent system failure.
2. Conduct full RFP process and budget for FY12.
3. Lease the equipment at \$352/mo over five years for total \$21,120.

Recommendation:

Select a vendor, or authorize administrator to select a vendor, replacement server system within \$16,000 budget of Fund 011, and an ongoing service support agreement within current budget.

Fiscal Impact:

Up to \$16,000, probably closer to \$15,000, from Fund 011.